

# PROXY USER ACCESS IN MYCHART

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## What is a proxy user?

If you provide care for someone else, such as a child, teen or an adult who needs your support, you may consider becoming a proxy user in MyChart. A proxy user is someone who can access a patient's information through MyChart.

The following are examples of proxy users:

1. A parent accessing a child's (ages 12 and under) health information. Children often cannot have their own MyChart account, so parents can utilize this feature to access their child's healthcare information.
2. **A parent accessing a teen's information. When a child becomes a teen, their parent will have to receive approval to access their account as a proxy user. The teen's consent is required and the parent may have limited access on the account.**
3. An adult accessing another adult patient's information. This is commonly used for spouses or a person helping to manage a relative's care. This also may be used for a power of attorney. Adults may choose to invite someone else to have access to their records using the "Share my record" feature in MyChart.



+ INVITE SOMEONE

## How do I set up parental proxy access for a teen's account?

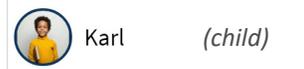
1. A "Proxy for Adolescent" consent form will be provided to the patient at an office visit. (The teen must have a unique email address to use.)
2. The patient will provide their information and signature on the consent form.
3. The provider will review the proxy access and other details with the proxy user and patient. The provider's signature also is required on the consent form.
4. Return the form to the medical office secretary for processing. The application will be processed within three business days. The teen will receive an activation code by email.
5. The adolescent must create their own account in MyChart using the activation code. Once the account is created, the proxy user will be automatically activated.



Stephan Switch



Stephan (parent)



Karl (child)



Lauren (teen)

Here, Stephan is the parent of Karl and Lauren. Karl is 5, but Lauren is 13. Stephan had to get Lauren's consent to be a proxy user on her account. Now, he can view some of her health information.

Proxy user access is limited. Parents may not be able to access all items on their teen's MyChart account. This process makes the teen the owner of their health information, empowering them to understand their care and learn how to navigate MyChart, while still having their parent in a supporting role.